

"IN VALOR THERE IS HONOR"



Phoenix Police Department

Annual Summary 2004

A Message From Phoenix Police Chief Jack F. Harris



Jack F. Harris
Police Chief

Dedicated to improving the quality of life for the citizens of Phoenix

During 2004, the Phoenix Police Department faced many changes and challenges as well as accomplishments and successes. As a department and a community, we have grown and developed a concept of Phoenix policing that includes tracking, arresting and prosecuting career criminals. We have consolidated bureaus and re-organized in an effort to efficiently handle the ever changing needs of the citizens we serve and the world around us.

Our department's Policing Plan includes goals such as Crime Suppression, Leadership, Neighborhood Safety and Infrastructure Improvements that are intended to give our officers and the public the tools they need to remain safe and prosperous. It is my belief and my mission to address the chronic career criminal and focus our efforts toward ensuring that those few 10 -15 percent who commit 90 percent of the crime are arrested and prosecuted.

Homeland Defense has continued to be a focus for our department and it is critical that we stay on track with our goal to create a strong network with local and federal agencies. Sharing of vital intelligence and a strong relationship with the public are vital to staying ahead of the terror element. We must feel safe not only in our homes, but in our schools and our workplaces as well.

We will continue to hire only the best qualified applicants and improve our training for our line officers as well as our supervisors. Without great leadership, we are not unified. Employees must understand that we will continue to pride ourselves on professionalism and quality service.

With our goals clearly outlined and our mission ahead of us, I believe we have the ability and the obligation to continue to be a leader as one of the best police departments in the nation.

Jack F. Harris
Police Chief

ANNUAL SUMMARY 2004

A report reflecting the Phoenix Police Department's accomplishments during 2004:

Produced by:	Phoenix Police Department Public Affairs Bureau
Publisher:	Commander Kim R. Humphrey
Associate Publisher:	Lieutenant Jeff Alexander
Managing Team Editors:	Michelle Miller, Connie Tyler
Photography:	
Lead Photographer:	Michelle Humphrey, COPS Volunteer
Associate Photographers:	Submitted by bureau and precinct members

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2004 Executive Team



Michael T. Frazier
Executive Assistant Chief



M.L. (Andy) Anderson
Assistant Chief
Professional Standards Division



John L. Buchanan
Assistant Chief
Homeland Security Division



Debora L. Byers Black
Assistant Chief
Patrol Operations North Division



Thomas V. Lannon
Assistant Chief
Technical Services Division



Michael C. McCort
Assistant Chief
Patrol Support Division



Gerald P. Richard II
Director
Legal Support Division



Kevin L. Robinson
Assistant Chief
Investigations Division

2004-06 POLICING PLAN ISSUES

Making Phoenix the safest major city in the nation

Crime Suppression Goals

- Reduce Violent Crime
- Reduce Property Crime
- Community's Perception of Safety
- Increase Arrests

Leadership Goals

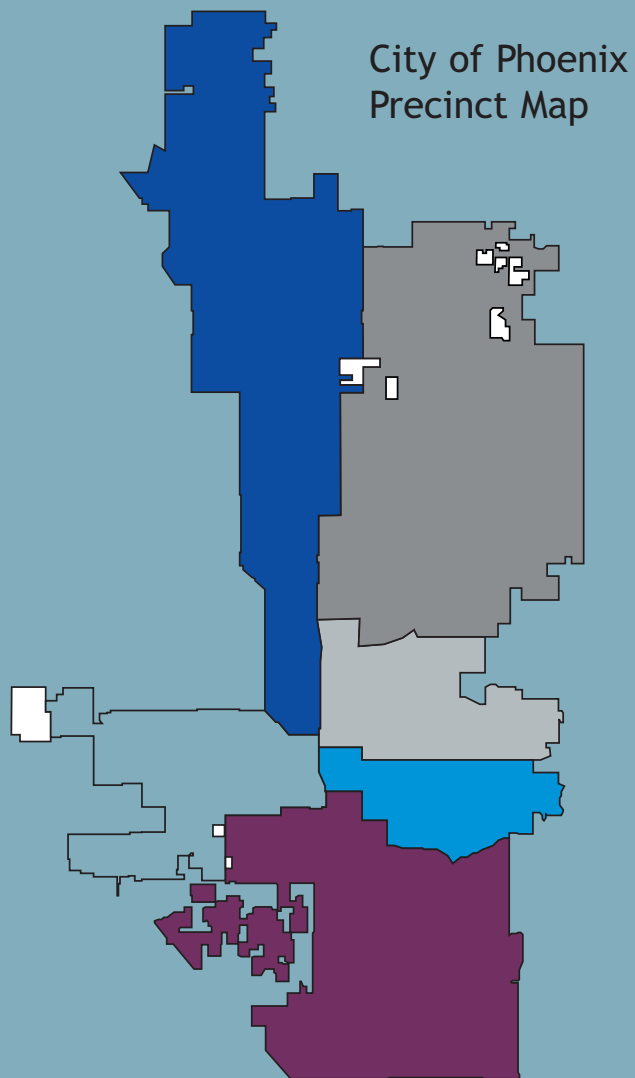
- Succession Planning
- Promotions
- Career Planning

Neighborhood Safety Goals

- Develop a neighborhood safety plan to include:
 - Phoenix Policing
 - Patrol Configuration
 - Homeland Defense
 - Reserve Officers

Infrastructure Goals

- Enhance future capabilities
 - Information Technology
 - Forensics
 - Information Management
 - Facilities



"Serving our community. Serving our country."



Cactus Park Precinct 900



Cactus Park Precinct is the second largest precinct in geographic area and population in Phoenix. Located in the northwest area of the city, the precinct is approximately 129.5 square miles and boasts a population of more than 290,000 residents. During 2004, precinct officers responded to more than 145,382 calls for service.



In an ongoing effort to make Phoenix the safest major city, in July 2004, the Violence Impact Project was implemented in Cactus Park Precinct. With a mission to reduce violent crime by identifying problematic areas based on statistical analysis, the precinct focused on an area that encompasses north 19th Avenue to north 35th Avenue, from Indian School Road to Glendale Avenue. Neighboring Squaw Peak Precinct coordinated efforts with Cactus Park Precinct to increase the impact potential of the project.

The Neighborhood Enforcement Teams (NET) continued to work an action plan entitled the "Hotel-Motel Enforcement Plan" in an area outlined by Interstate-17 from west Indian School Road to west Northern Avenue (a Violence Impact area). Since the program began in July 2004, NET squads made 318 misdemeanor warrant and on-view arrests, 170 felony warrant and on-view arrests for a total of 572 arrests by December 2004. Fifteen stolen vehicles valued at \$93,000, and other property valued at \$45,000 was recovered. A total of 42 drug arrests were made.

Central City Precinct 500



A diversely populated area, Central City Precinct covers 35 square miles and has a population exceeding 135,000. Partnerships with both the community and with other department members are keys to addressing crime issues in the area.

During 2004, two crime suppression plans were implemented to address crimes committed by repeat offenders. Elements of the plans addressed individuals that failed to appear for criminal court hearings, absconded from crimes with which they were charged, and addressed subjects within the area who violated parole and probation. Central City Precinct patrol officers implemented recidivism round-ups on May 10-21, 2004, and December 7-10, 2004. Combining both round-ups, more than 700 names of individuals with misdemeanor and felony warrants were obtained through collaboration with Maricopa County Adult Probation and Parole, and the City of Phoenix Municipal Courts. The two round-ups resulted in 146 felony arrests, 264 misdemeanor arrests, 43 on-view arrests, 41 violent crimes arrests, 92 drug offense arrests, 6 burglary arrests, 3 auto theft arrests, and 280 "other" arrests.



Recidivism round-ups during 2004 made a big impact in troubled areas of the valley. Local media covered the stories as they unfolded.

Desert Horizon Precinct 600



Covering approximately 140 square miles, the 228 patrol officers of Desert Horizon Precinct provide service to the more than 390,000 residents of northeast Phoenix. Desert Horizon Precinct is the largest of the department's six precincts, covering more area and servicing more residents than any other precinct within the City of Phoenix. During 2004, the precinct's Neighborhood Enforcement Teams implemented several enforcement programs, including warrant round-ups and search warrants that resulted in the arrest of more than 600 subjects. The precinct is also the only one in the city that has patrol officers who collect DNA evidence at crime scenes. Although the program is still in its early stages, during 2004, two suspects were successfully identified through the process. In an effort to strengthen inter-departmental and multiple-agency coordination during high profile incidents, supervisors from Desert Horizon Precinct met with representatives of the Phoenix Fire Department and the Scottsdale Police Department to develop methods for quick response.



During 2004, Desert Horizon Precinct began a new program where patrol officers collect DNA evidence at crime scenes. The program, still in its infancy, is being studied by other precincts.

Maryvale Precinct 800



Maryvale Precinct covers an area that is 54.361 square miles and has a diverse population that exceeds 249,142 residents. During 2004, the precinct continued to focus on decreasing criminal activity in the area with a greater emphasis on apprehending repeat offenders. Major accomplishments were realized through an auto theft reporting program; reducing auto theft reports by 22 percent compared to the same time span (September through October) in the previous year. The precinct's Cruising Squad continued its enforcement of cruisers and drag-racers and significantly reduced that activity in the area. The precinct received necessary aesthetic repairs such as paint, new telephones and improved landscaping, along with new patrol vehicles and laptop computers for those vehicles. Precinct officers planned and participated in numerous community activities in order to continue to develop and keep good relationships with area residents and business owners.



Rick Crabbs, 12NEWS Helicopter Pilot, was awarded the Phoenix Police Department's Certificate of Appreciation for his assistance in the apprehension of two stolen vehicle suspects and the recovery of the vehicle in September 2004. Crabbs was flying above the scene when both suspects bailed out of the stolen vehicle. He gave precise directions that led police officers to the area where they arrested the suspects and recovered the vehicle.

South Mountain Precinct 400



South Mountain Precinct serves the citizens of southeast and south central Phoenix as well as the Ahwatukee Foothills area. During 2004, the precinct saw its boundaries expand to more than 112 square miles; a result of city land annexations. More than 136,017 calls for service were taken; a number that is sure to increase in the years ahead as the area population grows.

South Mountain Precinct targeted crime suppression goals and launched "Operation Saving Cash," employing a zero tolerance approach and intensive proactive patrol to suppress drug dealing, vandalism, and gang violence in the area's Cash neighborhood.

"Target Zero" was a 90-day program initiated in the Ahwatukee area, targeting property crime in the retail area near 48th Street and Ray Road. The program used surveillance, high visibility patrol, and a partnership with local media resulting in 19 arrests during 2004.

"Operation River Bottom" used an educational approach to address off-roading, fishing, and trespassing while enforcing illegal dumping, dust control and "Shannon's Law" violations in the Salt River bed in the southern area of Phoenix. More than 60 violators were arrested.



Squaw Peak Precinct 700



Squaw Peak Precinct serves north central Phoenix, bounded roughly by Thomas Road to the south, Northern Avenue to the north, and extending from Interstate-17 east to the Scottsdale and Paradise

Valley borders. The precinct encompasses approximately 34.59 square miles and serves more than 200,000 residents. During 2004, officers responded to more than 150,000 calls for service.

With crime suppression a major 2004 Policing Plan goal for the department, Squaw Peak Precinct implemented programs like the Black Canyon Violence Impact Project, a program that partnered with nearby Cactus Park Precinct. A number of action plans were implemented and resulted in 620 arrests, 508 citations, 58 recovered weapons, 48 recovered stolen vehicles and the seizure of \$30,464 related to street-level drug activity. Other significant programs designed to deal with crime suppression issues included the Burglary and Robbery Reduction programs, "Operation Clear Access" and "Operation Empty Bottle"—both zero tolerance programs addressing quality of life issues in problematic areas, specifically urban blight.



Phoenix Mayor Phil Gordon and Phoenix Councilman Greg Stanton, pictured here with local residents and officers from Squaw Peak Precinct, visited and shared safety ideas during an annual G.A.I.N (Getting Arizona Involved in Neighborhoods) event held at Los Olivos Park in Phoenix.

AIRPORT BUREAU

The Airport Bureau is tasked with providing the primary security for one of the fastest-growing airports in the world. During 2004, Phoenix Sky Harbor International Airport's classification rose to "Category X" (largest). The airport is now ranked fifth in the world for operations. In 2004, 39.5 million passengers traveled through the airport, breaking all previous records. The airport's economic impact to the valley is more than \$26 billion per year.

In 2004, airport activity included many VIP visits due in part to U.S. presidential election debates held in the valley. The airport also operated in a modified, but elevated alert status during most of the year. New construction projects underway include new concourses, expanded security checkpoints, a huge rental car facility, and additional retail stores in Terminal 4.

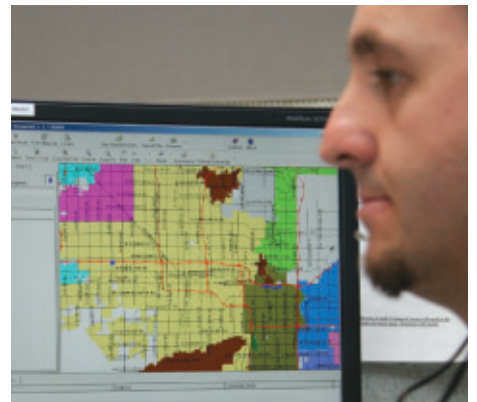
The increasing numbers of passengers, coupled with new construction, causes the Airport Bureau to continually improve operations to ensure timely service and maintain a sense of safety for customers. During 2004, the bureau began an extensive review of all emergency response plans and completed quarterly tabletop practice sessions to augment the multi-agency drills the bureau participates in each year.



Phoenix Police officers stationed at Sky Harbor International Airport have received training in the use of A.E.D.s (Automated Electronic Defibrillators) that since their inception, have saved countless lives of valley travelers.

COMMUNICATIONS BUREAU

In 1997, the Federal Communications Commission (FCC) established a two-phased plan to provide automatic number (ANI) and location (ALI) identification service on all wireless phones. Known as Enhanced 9-1-1, it has been in place on all wire-line and land-line phones in Phoenix since 1985. Currently, wireless phones only permit 9-1-1 dialing with no provision for ANI or ALI. The FCC's ruling ordering wireless Phase I service has begun to integrate the wireless telephones to the Enhanced 9-1-1 system. However, even with the implementation of Phase 1, 9-1-1 operators will still be unable to automatically locate emergency victims or callers.



Wireless Phase II is underway with a goal of implementation in the first half of 2005. It will require wireless information within 50 to 100 meters in many cases, as well as the wireless callback telephone number. Statistics show that 25 percent of all 9-1-1 callers do not know where they are. Wireless 9-1-1 calls have more than doubled since 1995 and total more than 50 million per year nationwide. The State of Arizona 9-1-1 Office has purchased mapping for all 9-1-1 phones in Maricopa County, and computers have been installed at police department facilities including headquarters and the Communications Bureau located at 100 E. Elwood.

COMMUNITY AND PATROL SERVICES BUREAU

The Bureau's three units have one focus, to partner with citizens and the business community to ensure the safety and security of all.

The Community Programs Unit facilitates successful youth programs such as D.A.R.E. (Drug Awareness Resistance Education), G.R.E.A.T. (Gang Resistance Education and Training), Police Explorers and other community services and youth programs. Police Explorer Post 2906 with its 85 members ranging in age from 14 to 21, represented the Phoenix Police Department at more than 90 events during 2004.

D.A.R.E.

The Community Liaison Unit includes the Bias Crimes Detail which investigates crimes related to school violence and hate crimes. In 2004, the detail investigated 879 crimes of that nature. Also included in the unit is the Graffiti Investigations Detail that investigates all graffiti in Phoenix. The unit's Community Response Squad maintains liaison with eight citizen advisory boards; whom are invaluable resources as the department strives to fulfill its crime suppression goals.



Members of the Community Response Squad maintain liaisons with the various communities it serves at the Martin Luther King Jr. Festival at Margaret T. Hance Park.

The boards include members from the following communities: African-American, Native American, Asian, Hispanic, Jewish, Muslim, Sikh, and Gay-Lesbian/Bi-Sexual/Transgender.

In addition to providing staff support to the bureau, the Administrative Services Unit coordinates the functions of the Driving Analysis Committee (DAC). The DAC reviews police equipment accidents, pursuits, and other incidents involving department employees.

COMPUTER SERVICES BUREAU

Supporting the departments' Policing Plan Goals: 2004

- Deployed COPLINK (investigative query tool identifying relationships between persons, places, and things to generate investigative leads and assist in solving cases) throughout all investigative bureaus and trained 300 detectives in use of the system
- Installed 400 laptop/MDT replacements in Central City, Squaw Peak and Maryvale Precincts' vehicles and trained all precinct officers on their use
- Provided the department's first automated e-mail incident notification system to Crime-Free Multi-housing property owners and coordinators
- Provided an enhanced PACE interface to the new Justice Trax LIMS system
- Installed and implemented "Bait Car" hardware and software
- Completed the second phase of a high-speed fiber optic data communications network; and utilized "free" fiber to Sky Harbor International Airport, Phoenix Fire Department Operations, Phoenix Municipal Court, and the department's Family Investigations Bureau
- Installed 200 replacement PCs and 125 additional PCs through the department
- Implemented the Microsoft Exchange e-mail system to provide increased reliability, stable growth, and new features (secured web access to e-mail) throughout the department

DRUG ENFORCEMENT BUREAU

Sixteen different work groups comprise this bureau who handle everything from dismantling methamphetamine operations to dealing with investigations of high intensity drug trafficking. During 2004, bureau members worked together to seize 23,865 kilos of marijuana, 46 kilos of cocaine, 35 kilos of methamphetamine, served 302 search warrants, and made 1,549 arrests. They were responsible for seizing more than \$6.6 million in cash, 591 firearms, and 550 vehicles.

The Repeat Offender Program (ROP) has expanded to include the services of a ROP Surveillance Squad, consisting of members of the former Operational Intelligence squad who use various databases to identify suspects that are likely to recommit a felony crime. Upon commission of a new felony offense, every effort is made through ROP to oppose the release of the suspect and to pursue enhanced sentencing upon conviction. In 2004, 247 cases for felony prosecution were submitted through ROP and 97 percent of those cases resulted in prison sentences with an average prison sentence of 6.5 years.



A grant enabled the Drug Enforcement Bureau to purchase and debut a new Clandestine Lab Response truck, a complete HAZMAT vehicle with air monitoring equipment, heated decontamination showers, remote high powered lighting, and toxic vapor venting capabilities. It also has IONSCAN equipment that can detect narcotic and explosive residue in nanogram quantities. The truck's primary purpose is for clandestine lab incidents. It can also be used for drug-endangered children investigations, formal decontamination, and other uses at various crime scenes. The vehicle is an excellent support system for a variety of homeland security issues.

FAMILY INVESTIGATIONS BUREAU

Housed in the City of Phoenix Family Advocacy Center, the bureau works cases of domestic violence, missing persons, adult sex crimes, sex offender notification and crimes against children. Felony squad detectives investigate aggravated assaults, custodial/access interference, aggravated domestic violence, aggravated harassment, and kidnapping cases. During 2004, the bureau reported that 339 of the most serious offenders were targeted and 411 victims received enhanced intervention services through frequent contacts with the Threat Management Team's victim advocate. The Sex Offender Notification squad tracked more than 7,031 registered sex offenders, and the Crimes Against Children squads investigated more than 3,800 cases and made more than 500 arrests.



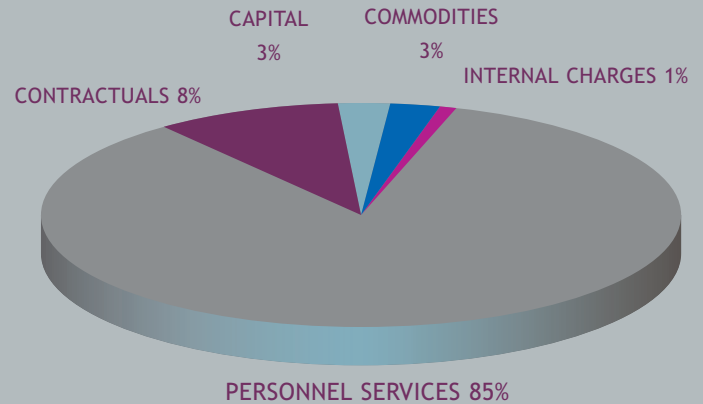
During 2004, the Family Investigations Bureau's Missing Persons squad developed an Amber Alert web portal to the Arizona Amber Alert. Notifications are made through the Emergency Alert System and broadcasters relay that information to the community. Businesses and private citizens can visit the new website to receive alerts via email, cellular phone, pager, and fax. The website notification works in parallel with the Emergency Alert System and provides immediate notification, reaching more citizens who can then assist in locating an abducted child. The squad handled more than 8,300 missing person cases throughout the year.

www.amberalert911.org

FISCAL MANAGEMENT BUREAU

The Fiscal Management Bureau is comprised of several sections and units with very diverse tasks. The Accounting and Budgeting Unit managed a \$395 million budget and a \$78 million Capital Improvement Program budget. During 2004, the unit administered 95 grants with funds exceeding \$18 million. The Code Enforcement Unit oversees the criminal and civil enforcement of the Phoenix City Code for more than 103,000 alarm systems. During 2004, the unit recorded a two percent reduction in the number of false alarms compared to the previous year. The Payroll/Personnel Unit members worked diligently to process more than half a million dollars in payroll and personnel transactions for the department's 4,000 employees. The Administrative Unit provides customer service to internal and external customers. They schedule Discipline Review Boards, Use of Force Boards, process Prisoner Medical Bills and during 2004, processed Service Awards for 753 employees. The Human Resources Unit began offering training at week-long module and Post Academy sessions, and developed an industrial tracking program that assists employees on industrial leave. With homeland defense a high priority, the department's Industrial Hygienist facilitated the acquisition and distribution of Personal Protection Equipment (PPE); gas masks; hydration systems; ID arm bands, and large duffel bags used to carry the equipment to members of the department.

PERCENTAGE OF EXPENDITURES BY BUDGET CATEGORY - FY2004-05



FISCAL MANAGEMENT BUREAU

PERSONNEL SERVICES	85%	\$335,743,378
CONTRACTUALS	8%	\$30,203,343
COMMODITIES	3%	\$11,707,175
CAPITAL	3%	\$11,632,530
INTERNAL CHARGES	1%	\$4,322,098
TOTAL	100%	\$393,608,524

HOMELAND DEFENSE BUREAU

The Phoenix Police Department is but one component of the City of Phoenix Unified Command Homeland Defense Bureau. Its success lies largely at the door of its working partnerships with the Fire Department, Public Health and Emergency Management. Phoenix was the first major city to equip all police officers with personal protective equipment and Weapons of Mass Destruction (WMD) training, carrying out a week-long mass immunization drill that offered tuberculosis testing to all officers.



2004 saw the formation of a unique partnership, when 17 Phoenix Police officers were deputized by the U.S. Marshal's Office for the purpose of nationwide terrorism response, providing the officers jurisdiction throughout the country to respond to incidents in the U.S. with full peace officer status.

The Regional Intelligence and Strategy Center (RISC) serves as an information conduit to receive field intelligence, perform preliminary analysis and route the information to the appropriate personnel for follow-up. RISC has been a major contributor to the Department of Public Safety's bi-weekly intelligence briefing, and communicates regularly with the Arizona Counter Terrorism Information Center (ACTIC), a first-of-its-kind facility that co-locates personnel from many jurisdictions and enables the sharing of resources and intelligence. Homeland Defense supports this effort by locating a squad at the site. Increased security for downtown Phoenix is a continuing priority. The Downtown Operations Unit and Municipal Security guards were relocated under the command of the Homeland Defense Bureau to ensure the best possible protection for businesses and residents in the area. Bureau members perform threat and vulnerability assessments on various city sites to further increase security levels. The Homeland Defense Bomb Squad responded to more than 400 calls during 2004. In addition, the squad works with the City Clerk's Office to improve mail process procedures in order to maintain the highest level of safety for all City of Phoenix employees.

LABORATORY SERVICES BUREAU

The Phoenix Police Department Laboratory Services Bureau is a nationally accredited forensic laboratory (ASCLD-LAB) that provides technical assistance and training, evaluates and analyzes evidence, interprets results and provides expert testimony related to the full spectrum of physical evidence recovered from crime scenes.

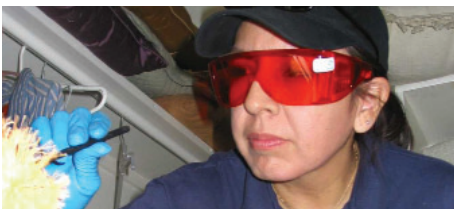
Some of the scientific procedures utilized by the laboratory have the potential for linking a suspect to a crime, victim, or a scene.

The bureau is comprised of eight specialized sections, each providing a diverse array of services. Bureau staffing is also diverse and includes

evidence processing technicians, latent print examiners, crime scene response technicians, criminalists, supervisors and an administrative section. A much-anticipated groundbreaking ceremony was held during 2004 for the department's new 100,000 square foot state-of-the-art crime laboratory slated to be completed in December 2006.

THE LABORATORY PROCESSED A TOTAL OF 29,409 REQUESTS FOR ANALYSIS DURING 2004. THOSE REQUESTS ARE BROKEN DOWN BY SECTIONS IN THE INFORMATION BELOW:

CRIME SCENE RESPONSE	11,048
EVIDENCE PROCESSING	523
FIREARMS	672
FORENSIC BIOLOGY (DNA)	1,773
LATENT PRINTS	8,376
QUESTIONED DOCUMENTS & TRACE	373
TOXICOLOGY	1,893



LEGAL SUPPORT DIVISION

The Legal Support Division assists department employees with a myriad of job-related legal matters they encounter while serving the community and the City of Phoenix. The Division is available to department members twenty-four hours each day, seven days each week via in person or by phone. The Division provides assistance in the form of legal opinions, publishing law bulletins and training tips, court appearances, and helps with law suits brought against the department. The Division's legislative liaisons are also responsible for representing the City

of Phoenix Police Department on issues dealing with local, state and federal legislation. The Division has been instrumental in providing training to department employees on the latest legal topics affecting law enforcement, as well as training police recruits attending the Arizona Law Enforcement Academy (ALEA).



Legal Support Division Lieutenant Eric Edwards is pictured with Arizona's Speaker of the House, James Weiars.

ORGANIZED CRIME BUREAU

The bureau's Intelligence/Investigations Unit participated in a Violence Impact Project that targeted organizations involved with human smuggling. The project was done in cooperation with U.S. Immigration and Customs Enforcement and resulted with successful federal prosecution of suspects.

"Operation Safe Streets," an annual summer program that addresses juvenile crime and gang activity and is overseen by the bureau's Gang Enforcement Unit, netted 1,754 arrests (including 500 gang member arrests), issued 5,155 traffic citations; recovered 68 stolen vehicles; served 92 search warrants; arrested five homicide suspects, 10 armed robbery suspects, and 34 aggravated assault suspects.

The bureau's Liquor Enforcement Unit addressed issues associated with problematic liquor establishments through its Hot Spot Liquor Taskforce. Their efforts resulted in a 42 percent drop in calls for service on those calls.



The Organized Crime Bureau's Intelligence Unit was involved with 51 dignitary protection operations during 2004, including protection during the third Presidential debate held in Tempe, Arizona.

During 2004, the Vice Enforcement Unit made 581 arrests for prostitution, 251 arrests during customer apprehension programs, and 107 arrests for public sexual indecency. The unit also made 111 arrests for other vice-related crimes that included pornography, liquor, escort, massage, and violations surrounding sexually-oriented business ordinances.

The Internet Crimes Detail, Arizona Internet Crimes Against Children (ICAC) task-force investigated felonies that involved the internet sexual exploitation of minors, including internet crimes luring minors and child pornography. A Department of Justice grant received the previous year, allowed the continuance of a website (www.azicac.net) to address internet crime prevention and offer investigative assistance.

PLANNING AND RESEARCH BUREAU

As an accredited law enforcement agency, the Phoenix Police Department ensures the community that it is operating to the highest extent of national law enforcement standards. The Policy and Commission on Accreditation for Law Enforcement Agencies (CALEA) will conduct the department's fifth re-accreditation process during 2005, a process that requires a host of record-keeping that is maintained by the bureau's CALEA Detail.



In 2004, CARU assisted in a variety of investigations relating to serial crimes including the "Lug Nut Bandits," the "Maryvale Marauders," the "White Rag Bandits," and the "Sub Shop Bandit."

The Planning and Research Bureau's Research Analysis and Grants Detail researches and monitors federal and state grants and administers the Neighborhood Block Watch Grant Program. In 2004, the detail monitored \$25 million in federal and state grants and intergovernmental agreements. Grants funded equipment, police officer and civilian positions, multi-jurisdictional task forces, and community based policing programs. The Neighborhood Block Watch Grant Program awarded \$1.2 million to 157 neighborhood groups for both crime prevention and crime intervention programs. Since 1994, the program has awarded \$10.5 million to 1,500 grantees.

The Crime Analysis and Research Unit (CARU) has a great impact on the department's Policing Plan goals, including those of Crime Suppression



and Neighborhood Safety. The unit uses crime analysis and crime mapping to identify crime trends and series, assists patrol and investigative divisions in identifying potential target locations and suspects, and analyzes spatial and geographic distributions of crime.

CARU tracks on-going crime trends and patterns, many that are made available to community members through the department's website and the following link:"

www.phoenix.gov/police/bwonpal.html

POLICE EMPLOYMENT SERVICES BUREAU



Throughout the past year, the Police Employment Services Bureau worked diligently to fill vacant positions. In October, the Phoenix City Council granted the department permission to overfill 70 sworn positions to assist with the transition of DROP (Deferred

Retirement Option Program) in 2006. In an effort to recruit qualified candidates, new programs were implemented such as an out-of-state lateral program and testing, a written essay evaluation

replaced the oral boards, a mentoring program for recruits, and new physical fitness standards. With a goal of hiring 20 recruits per month, during 2004 more than 2,855 candidates took the written exam and 2,323 passed. After administering a physical exam, 1,531

recruits received background packets and 275 recruits were hired (22 of those were lateral transfers and five were police reserve officers).

The Polygraph Unit conducted 1,435 polygraph examinations and, in May 2004, received recognition from the American Association of Police Polygraphers (AAPP) for their assistance in solving two child homicide investigations. The department's volunteer program, Citizens Offering Police Support (C.O.P.S.) currently has 188 active volunteers who donated more than 42,000 hours, equating to a departmental savings of more than \$850,000.

POLICE RESERVE BUREAU

Formed in 1951, the Phoenix Police Reserve Bureau is nationally recognized as one of the outstanding police reserve organizations in the country. The bureau supports the department in its efforts to achieve the Policing Plan goals by working in bureaus and precincts throughout the organization. In 2004, the reserves donated more than 14,000 hours of police services, saving the department and the City of Phoenix nearly \$700,000 that would be needed to provide those services.

Phoenix Police Chief Jack Harris is committed to grow the Police Reserve Bureau to a compliment of 300 police reserves, or 10 percent of the career officer force. That increased size will permit the Police Reserve Bureau to make a greater impact to the quality and number of police services offered to the department and the community, and in an efficient, cost-effective, and community-based fashion. The bureau is continually searching for good citizens who will consider joining the ranks.

www.phoenix.gov/police/phxresl.html

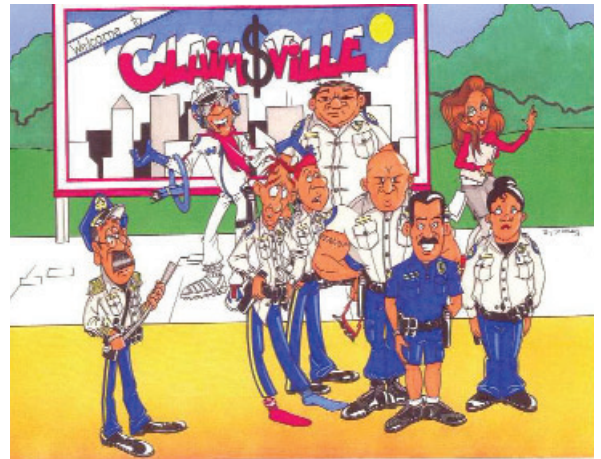


Pictured (above) are two everyday professional citizens who volunteer their time as Phoenix Police Reserve officers (below).

PROFESSIONAL STANDARDS BUREAU

The Professional Standards Bureau is comprised of investigators who are responsible for conducting serious or complex investigations of alleged misconduct by department employees, shooting incidents involving officers, and use of force incidents. During 2004, investigators conducted 74 internal investigations and 26 police-related shooting incidents. In January 2004, the Incident Review Unit implemented the Personnel Assessment System (PAS). The database strives to identify employees who exhibit problematic behavior and provide intervention. The system is in place to help employees attain success as well as reduce department liability.

Recent trend risk/liability analysis indicates that general liability claims for the police department have decreased while auto liability claims have increased. To address liability issues, a new program was created called "Welcome to Claim\$ville." Numerous representatives from bureaus, precincts, and employee labor unions formed a committee and created a squad of characters representing a fictitious police department from the City of Claim\$ville. The characters use humor to communicate the safety and risk management message to employees in the department.



PROPERTY CRIMES BUREAU

The Property Crimes Bureau consists of seven specialty details that include Document Crimes, Auto Theft, North and South Investigations, Street Crimes, Pawnshop and Metal Theft, and Special Projects. With document crimes on the rise, the bureau added a new squad to assist with cases, along with a forensic auditor to assist with embezzlement cases. A website "Top 10" list was developed which is provided to officers to increase the possibility of apprehending difficult to locate suspects. The bureau participated in a special identity theft taskforce to help U.S. Postal inspectors in the metropolitan area and a business forgery reporting packet was created to assist businesses in the reporting of forgeries.

In 2004, the department's Auto Theft detail reduced Phoenix's auto theft ranking from first in the nation to second. The reduction was largely due to increased public education, enhanced crime analysis, and criminal enforcement.



Identity theft labs do not require elaborate setup, as is evident by the lab pictured above.

Special Projects Unit

conducted 323 transactions, recovered \$1.76 million in stolen property, including 206 vehicles, 191 suspects were indicted (166 with prior criminal history)

Technical Surveillance Unit

installation of telecommunications intercept equipment for high profile investigations

Pawnshop Detail

240 on-site inspections netted 67 violation warnings, 1,444 felony warrant hits, and four citations issued with 15 arrests. More than \$428,000 in stolen property was recovered locally and by other jurisdictions involved in Phoenix Police investigations. Approximately \$3,145 in lost property was recovered. 237,096 pawnshop tickets were received and entered into the county system, with \$694,958 collected in revenue

Metal Theft Squad

recovered approximately \$200,000 in property, made 35 arrests, and reviewed 6,000 transactions logs

South Street Crimes Detail

conducts undercover surveillance and apprehends suspects in the south zone precincts. In 2004, made 217 arrests and recovered \$1,006,121 in stolen property

North Street Crimes Detail

conducts undercover surveillance and apprehends suspects in the north zone precincts. In 2004, made 180 arrests and recovered \$957,913 in stolen property

PROPERTY MANAGEMENT BUREAU

Phoenix Police Department Property Management Bureau 2004 Highlights:

- Received 134,000 invoices
- Disposed of 86,000 invoices
- Excess of 845,000 impounded items (10 percent increase over 2003)
- Converted disposal property to City of Phoenix use (\$116,000 estimated value)
- 125 guns converted for use by law enforcement agencies nationwide
- 3,130 guns destroyed
- \$227,000 (escheated money) deposited into City of Phoenix General Fund
- 19,834 pounds of drugs/paraphernalia disposed and destroyed



PUBLIC AFFAIRS BUREAU



A recent Journalist Police Academy saw members of local media form a "daisy chain" to experience the effects of a jolt from an X26 Taser.

The mission of the Public Affairs Bureau is to promote a positive image of the Phoenix Police Department through the enhancement of both internal and external communications. The bureau includes the Media Relations Detail, Public Relations Detail, Silent Witness Detail, Internet Detail, and the Video Production Detail.

Members of the bureau work with print, electronic, video and broadcast media. The Video Production Detail maintains the internal cable television Police Public Safety Channel 851 "PDTV" to broadcast training information throughout the department.

The Public Relations Detail develops and produces marketing and public awareness campaigns. In 2004, in collaboration with the Drug Enforcement Bureau, the detail assisted with the launch of the Shannon's Law public awareness effort to stop citizens from shooting guns into the air.



Participating in a Star Drill with simmunitions during scenario-based education at the Journalist Police Academy can be dangerous.

Silent Witness also forged an aggressive public awareness campaign in 2004 with efforts resulting in 14,328 calls, 171 arrests, 228 cleared cases, and \$63,650 distributed as cash rewards.

The Internet Detail, who maintains the department's website, responded to an average of 921 citizen e-mail inquiries per month. The site, www.phoenix.gov/police averaged 19,273 views per month. The detail also recorded a monthly average of 8,970 views on the department's internal website.

www.silentwitness.org



One of the Records and Identification Bureau's Forensic Photographic Specialists provides the department with the ability to draw suspect composites. The forensic artist provides investigators an additional tool to narrow their scope of possible suspects, ultimately assisting in solving a crime.

RECORDS AND IDENTIFICATION BUREAU

Using a wide variety of specialized equipment and software programs this relatively small group of police employees allows the Forensic Imaging Unit to provide the department with a wide variety of services. The bureau supports a variety of video formats used for surveillance systems in companies throughout the community.

As a collaborative effort, the Phoenix Police Department teamed with the City of Phoenix Information Technology Department, the City Prosecutor's Office, and the Public/Traffic Records Unit, and succeeded in providing on-line traffic reports available to citizens via the city's website. The service resulted in external customers being able to access more than 46,000 reports and internal customers 22,450 reports. This has positively impacted the long-wait times at the public counter in the Police Headquarters building.

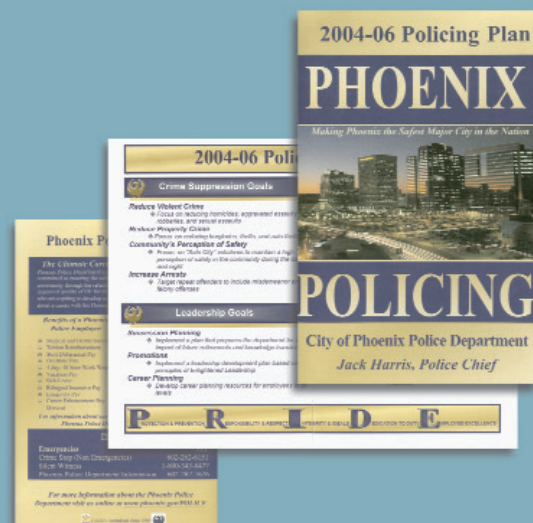
FORENSIC IMAGING UNIT

- PERFORMS THESE SERVICES:
 - ENTRY OF DIGITAL IMAGES AND DIGITAL AUDIO RECORDINGS INTO AN OPTICAL SERVER
 - IMAGE ENHANCEMENT
 - IMAGE DATABASE MANAGEMENT
 - ELECTRONIC OR PRINTED COPIES OF FORENSIC DATA
 - PRODUCT AND EQUIPMENT DISTRIBUTION
 - PHOTOGRAPHIC TRAINING
- RECEIVES MORE THAN 1,000 REQUESTS FOR SERVICE EACH MONTH
- PRODUCES AN AVERAGE OF 1,450 IMAGING CD-ROMS PER MONTH FOR COURT AND INVESTIGATIVE NEEDS
- DOWNLOADS AND MANAGES NEARLY 700,000 PHOTOGRAPHS PER YEAR



STRATEGIC MANAGEMENT TEAM

The Strategic Management Team is responsible for the development of the department's Policing Plan that drives the goals of the entire organization. Once formulated, the Policing Plan is approved by the department's executive staff and implemented throughout bureaus and precincts to each employee. The plan is derived from extensive research conducted by employee surveys, community surveys, and a variety of focus groups. Currently, the 2004-2006 Policing Plan identifies four goals, including: Crime Suppression, Neighborhood Safety, Leadership, and Infrastructure.



TACTICAL SUPPORT BUREAU

The Air Support Unit, Special Assignments Unit, the Safe City Task Force, and the Canine Unit comprise the Tactical Support Bureau. The bureau is constantly striving to develop new programs to enhance its already effective operation.

With a goal of making a greater impact through the Burglary Reduction Program, the new Safe City Task Force unit was created. During 2004, the unit targeted, tracked, and arrested 81 Top 10 burglary suspects identified by Property Crime detectives. The task force also located and arrested 185 suspects with information provided to them by the Pawn Shop Detail.



During 2004, the Tactical Support Bureau's Canine Unit used narcotic-trained dogs that contributed to probable cause on more than 40 narcotic-related arrests, seizure of more than \$5.5 million, seizure of \$60,000 from drug dealers, and seizure of nine vehicles from drug dealers.



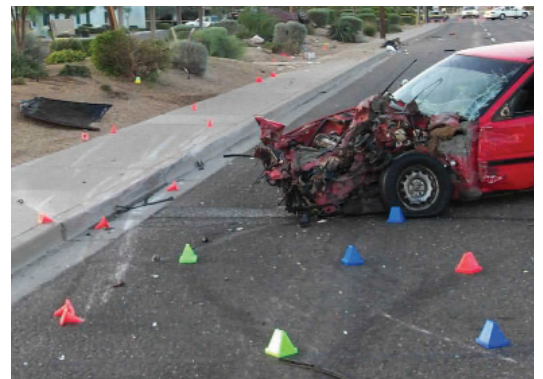
A Eurocopter ASTAR Model 350-B3 helicopter was purchased in 2004 to assist with an ever-expanding city's patrol needs. The aircraft is larger (seats six) and more durable than the older NOTARS and is geared to operate more effectively in the heat of Arizona summers.

TRAFFIC BUREAU

Responsible for citywide traffic enforcement, investigations of critical injury accidents and safety education, the Traffic Bureau made a concerted effort during 2004 to proactively address the problem of excessive speed as a contributor of the majority of collisions. The Traffic Impact Program conducts high impact speed enforcement in areas determined to be "hot spots" for speeding issues. Since the program's onset in July 2004, and continuing through December 2004, 38 programs were conducted and 4,907 citations were issued.

The Traffic Bureau's Vehicular Crimes Unit upgraded to a special mapping system that operates with a laser and requires only one detective to operate it. The system has specially enhanced features that greatly improve crime scene mapping and investigations of serious injury/fatality collisions.

The Traffic Education and Safety Unit continued to focus on expanding its educational outreach to citizens regarding the dangers of unsafe driving behaviors. In particular, the Youth Alcohol Squad worked closely with representatives of the State Liquor Board to hold vendors accountable, reducing the supply of alcohol to minors.



TRAINING BUREAU

The Phoenix Police Training Bureau is located on 48 acres at the base of South Mountain in Phoenix.



First opened in 1947, the facility provides advanced training opportunities to the departments more than 2,900 sworn officers as well as training facilities for all department employees.

The Arizona Law Enforcement Academy (ALEA), a partnership between the Arizona Department of Public Safety,

Arizona Police Officer's Standards and Training (AzPOST), and the Phoenix Police Department, is also housed on the property. ALEA is a basic training academy that provides training to officers from more than 30 agencies in Arizona. The Phoenix Police Department provides approximately 30 percent of the staffing assigned to ALEA and a majority of the visiting instructors. ALEA graduates in excess of 400 newly trained officers annually, with nearly 35 percent of the graduates being employed by the Phoenix Police Department.

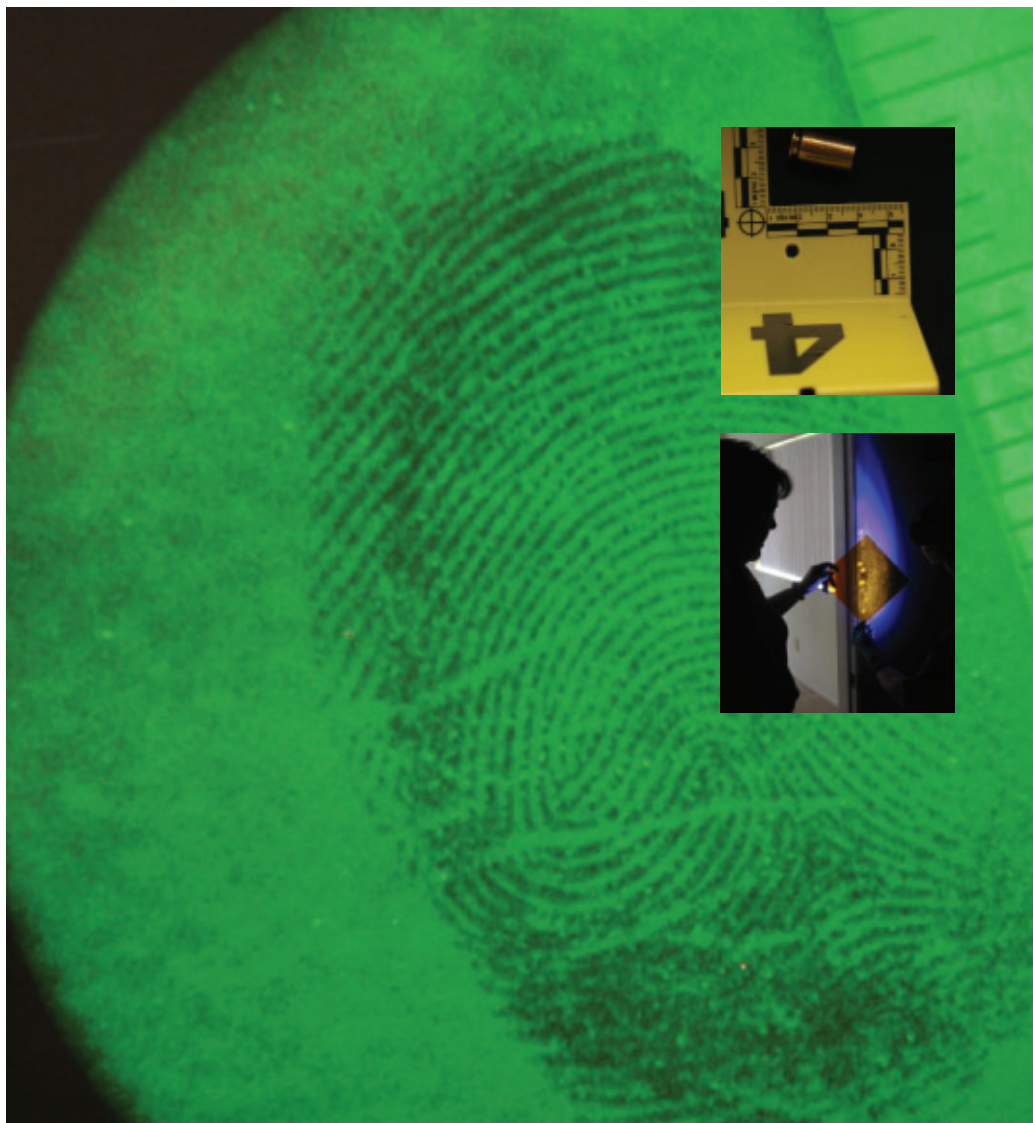
The department's Advanced Training Staff provides 40 hours of continual training annually to all of its sworn officers and offers a variety of classes for officers and professional staff. Firearms and tactical training is



offered to Phoenix officers and other law enforcement agencies in the valley. The Tactical Driving Detail provides instruction to Phoenix officers, ALEA, and other law enforcement agencies to ensure safe driving practices. With Phoenix experiencing an ever-increasing diverse population, the Training Bureau's Curriculum and Records Detail offer foreign language instruction for all department employees.

VIOLENT CRIMES BUREAU

The bureau is comprised of 153 members of the department who are divided into seven work units including Homicide, Robbery, Assaults, Night Detectives, Court Liaison, Fugitive Apprehension, Investigative Detail, and the Gun Enforcement Squad. They cover investigations of questionable deaths, suicides, police-involved shootings, bank robberies, home invasions, kidnappings and extortions. In 2004, the Fugitive Apprehension and Investigative Detail made a significant contribution to suppressing crime by locating and apprehending 491 subjects wanted for committing felony crimes. In October of 2004, the Gun Enforcement Squad was created to target violent gun offenders. The bureau continued to focus on the Violence Impact Project (VIP) developed in 2003 to combat violent crimes by utilizing partnerships with other bureaus in the department as well as federal and state law enforcement agencies.



OVERALL UNIFORM CRIME REPORT (UCR) PART 1 CRIMES

Year	Property Crimes	Property Cleared	Violent Crimes	Violent Cleared	Total Reported	Total Cleared
2004	94784	11245	9471	2783	104255	14028

VIOLENT CRIMES – UCR Part 1

Year	Reported Murder	Cleared Murder
2004	208	93
Year	Reported Sexual Assault	Cleared Sexual Assault
2004	490	82
Year	Reported Robbery	Cleared Robbery
2004	3723	667
Year	Reported Aggravated Assault	Cleared Aggravated Assault
2004	5050	1941

PROPERTY CRIMES – UCR Part 1

Year	Reported Burglary	Cleared Burglary
2004	16496	870
Year	Reported Theft	Cleared Theft
2004	53041	8048
Year	Reported Auto Theft	Cleared Auto Theft
2004	24869	2303
Year	Reported Arson	Cleared Arson
2004	378	24

CALLS RECEIVED AT COMMUNICATIONS

Source: Communications Bureau

Year	9-1-1	Crime Stop	Total Received	Dispatched Calls	Callback Calls	Other Calls*	Outbound Calls Made
2004	1,267,717	1,340,437	2,608,154	756,735	138,486	1,712,933	668,690

*Advised, transferred, or no action taken (handled by Communications)

CALLS FOR SERVICE BY PRIORITY

Source: INCD B Calls for Service Data

Year	Priority One	A.R. Time*	Priority Two	A.R. Time*	Priority Three	A.R. Time*
2004	116,656	5.6	423,396	19.9	216,645	60.0

*A.R. Time = Average Response Time

TRAFFIC COLLISION DATA

Source: TADS, VCU Fatal Log, P&R Fatal Collision Database

Year	Total Traffic Collisions Reported	Total Injury Collisions Reported	Total Non-Injury Collisions Reported	Total Fatal Collisions Reported	Total Fatalities Reported
2004	32,288	12,548	19,582	158	170

2004 TOP 25 RADIO CODES

Rank	Radio Code	Description	Count	Percent of Total
1	900	Check Welfare	64,361	7.2%
2	415F	Domestic Violence	54,205	6.1%
3	459A	Burglary Alarm	50,888	5.7%
4	415E	Loud Noise	35,857	4.0%
5	239	Fight	35,621	4.0%
6	647	Suspicious Person	34,264	3.8%
7	487V	Auto Theft	33,331	3.7%
8	961	Crash-No Injury	33,146	3.7%
9	418T	Trespassing	31,523	3.5%
10	487	Theft	29,988	3.3%
11	459F	Burglary From Vehicle	26,969	3.0%
12	911H	9-1-1 Hang Up	24,983	2.8%
13	647V	Suspicious Person Vehicle	24,785	2.8%
14	459	Burglary	24,567	2.7%
15	415B	Criminal Damage	22,380	2.5%
16	917	Abandoned Vehicle	21,877	2.4%
17	240	Assault	14,541	1.6%
18	418	Civil Matter	12,875	1.4%
19	488V	Recovery of Vehicle	11,761	1.3%
20	319	Loss Report	11,278	1.3%
21	586	Illegal Parking	11,192	1.3%
22	236	Threat	10,942	1.2%
23	961H	Hit and Run No Injury	10,772	1.2%
24	601J	Missing Juvenile	10,211	1.1%
25	962	Crash Injury	9,915	1.1%
	Others		242,989	27.1%

Grand Total 895,221**CRIME STATS:****www.phoenix.gov/police**



We will always remember...



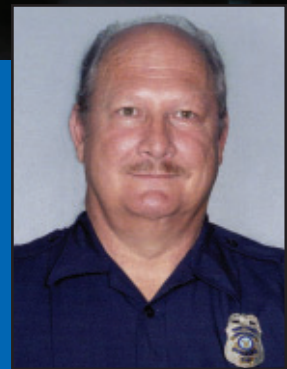
Officer Don Schultz
Served with honor
Dec. 3, 1984 to May 12, 2004



Officer Jason Wolfe
Served with honor
Jan. 24, 2000 to Aug. 28, 2004



Officer Eric White
Served with honor
June 26, 2000 to Aug. 28, 2004



Officer Darrol Yoos
Served with honor
Feb. 9, 1976 to Dec. 22, 2004



...and our lives will be
forever enriched because
we knew them.

